IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please CANCEL claims 1-4, 10-12 and 19, AMEND claims 5-9, 13-18 and 20-23 in accordance with the following:

1-4 (Cancelled).

5. (CURRENTLY AMENDED) A repair worker assisting method ~~according to Claim 4~~ for assisting in performing a maintenance task of an equipment at a customer's residence, the method comprising:

issuing an order to deliver a component for replacement upon receiving a request for a maintenance task from a customer;

notifying server to dispatch a repair worker to perform the maintenance task upon having accepted a customer's payment for the component;

receiving an instruction for dispatching a repair worker from ~~the~~ a server that assists in dispatching repair workers to perform maintenance tasks;

referencing a database that serves to manage repair workers for a plurality of areas, when the instruction for dispatching a repair worker is issued from the server;

referencing a database that serves to manage a scheduled visit number for each repair worker and ~~the~~ an assigned number of repair workers for each area; ~~and~~

calculating an average number of visits in charge per repair worker from the scheduled visit number for repair workers and the assigned number of workers for each area, to issue ~~a dispatch instruction in~~ an order of the plurality of areas from a lower to a higher ~~the repair workers in an area with a small~~ average number of visits in charge per repair worker;

extracting an appropriate repair worker based on the location of the customer's residence and the order; and

notifying a mobile apparatus of the appropriate repair worker about the dispatch instruction.

6. (CURRENTLY AMENDED) A repair worker assisting method according to Claim ~~1~~ 5, including a step of~~, based on a location of the repair worker, a location of the customer's residence to be visited, and predetermined conditions,~~ retrieving a route to ~~the customer's residence~~ customers residences in a chronological order ~~for the~~ of a visit time, based on a current location of the appropriate repair worker, locations of the customers residences, and predetermined conditions.

7. (CURRENTLY AMENDED) A repair worker assisting method according to Claim 6, including a step of~~, in the case where it is impossible to be in time for the visit time with a calculated route in the preceding step,~~ issuing ~~from an apparatus of the repair worker~~ an instruction for requesting an adjacent station to issue a dispatch instruction from the mobile apparatus of the appropriate repair worker, if the appropriate repair worker is not able to be in time for the visit time at the client's residence with according to the route.

8. (CURRENTLY AMENDED) A repair worker assisting method according to Claim ~~1~~ 5, comprising:

receiving a sudden request for an on-site repair from a customer;

referencing a database storing a schedule assigned to each repair worker; and

extracting a repair worker having much time left in his/her schedule based on data stored in the database.

9. (ORIGINAL) A repair worker assisting method according to Claim 8, including reconstructing the schedule of on-site service assigned to the extracted repair worker based on a destination location and a visit date and time.

10-12 (CANCELLED).

13. (CURRENTLY AMENDED) A storage medium storing a repair worker assisting program ~~according to Claim 12, the program~~ which causes the computer to execute a method comprising:

receiving an instruction for dispatching a repair worker from a server that assists dispatching repair workers to performs maintenance tasks;

upon receiving ~~an~~ the instruction for dispatching a repair worker from the server, referencing a database that serves to manage repair workers for a plurality of areas, a

scheduled visit number for each repair worker and ~~the~~ an assigned number of repair workers for each area;

calculating an average number of visits in charge per repair worker from the scheduled visit number for repair workers and the assigned number of workers for each area; and

issuing a dispatch instruction ~~in order~~ from the repair workers in an area with ~~a small~~ the smallest average number of visits in charge per repair worker;

referencing a database that serves to manage a current location of repair workers;

extracting an appropriate repair worker based on a location of a customer's residence to be visited, current locations of the repair workers and the dispatch instruction;

notifying a mobile apparatus of the appropriate repair worker of the dispatch instruction.

14. (CURRENTLY AMENDED) A storage medium storing a repair worker assisting program according to Claim ~~12~~ 13, the method executed by the computer further including a step of~~, based on a location of the repair worker, a location of the customer's residence to be visited, and predetermined conditions,~~ retrieving a route to the customer's residence in a chronological order for ~~the~~ a visit time, based on a current location of the appropriate repair worker, the location of a customer's residence, and predetermined conditions,.

15. (CURRENTLY AMENDED) A storage medium storing a repair worker assisting program according to Claim 14, in which the method executed by the computer further includes~~, in the case where it is impossible to be in time for the visit time with a calculated route in the preceding step,~~ an instruction for requesting an adjacent station to issue a dispatch instruction is issued from ~~the~~ a mobile apparatus of the appropriate repair worker, if the appropriate repair worker is not able to be in time for the visit time with according to the route.

16. (CURRENTLY AMENDED) A storage medium according to Claim ~~12~~ 13, the ~~program~~ method further comprising:

receiving a sudden request for on-site repair from a customer;

referencing a database storing a schedule assigned to each repair worker; and

extracting a repair worker having much time left in his/her schedule.

17. (CURRENTLY AMENDED) A storage medium according to Claim 16, the ~~program~~ method further comprising: ~~when the repair worker receives the request,~~ reconstructing the schedule of on-site service assigned to the repair worker ~~is executed~~ based on a destination

location and a visit date and time, when the repair worker receives the request.

18. (CURRENTLY AMENDED) A repair worker assisting apparatus which assists dispatch of a repair worker who visits a customer's residence to perform a maintenance task upon receiving a request for maintenance from an apparatus of a customer, the system comprising:

a first unit that receives repair content data inputted from the apparatus;

a second unit that calculates a repair fee based on the repair content data;

a third unit that judges ~~whether or claim~~ if a repair component is necessary based on the repair content data;

a fourth unit that~~, upon judging that the repair component is necessary in the preceding step,~~ notifies an apparatus on a side of a deliverer who delivers the repair component of an ~~instruction~~ order for delivering the repair component to a customer when the third unit determined that the component is necessary;

a fifth unit that~~, after delivering the repair component to the customer,~~ receives a notification of completion of delivery from the deliverer after the repair component has been delivered to the customer;

a sixth unit that~~, upon receiving the notification,~~ notifies the apparatus of the customer of billing of the repair fee;

a seventh unit that~~, after the customer has paid the repair fee into a predetermined financial institute,~~ receives a notification of completion of payment from ~~a~~ an apparatus on a side of ~~the~~ a financial institute, after the customer has paid the repair fee into the financial institute,; and

~~a~~ an eight unit that~~, upon receiving the notification of completion of payment,~~ issues an instruction for dispatching a repair worker to the customer's residence, the notification of completion of payment was received;

a ninth unit that references a database that serves to manage repair workers for a plurality of areas, when the instruction for dispatching a repair worker was issued;

a tenth unit that referencs a database that serves to manage a scheduled visit number for each repair worker and an assigned number of repair workers for each area; and

an eleventh unit that calculates an average number of visits in charge per repair worker from the scheduled visit number for repair workers and the assigned number of workers for each area, to issue an order of the plurality of areas from a lower to a higher average number of visits in charge per repair worker;

a twelfth unit that extracts an appropriate repair worker based on the location of the customer's residence and the order; and

a thirteen unit that notifyies a mobile apparatus of the appropriate repair worker about the dispatch instruction.

19. (CANCELLED).

20. (CURRENTLY AMENDED) An apparatus ~~according to Claim 19~~, comprising:

a first unit that receives an instruction for dispatching a repair worker from ~~the~~ a server that assists dispatch of repair workers who performs maintenance tasks upon receiving a request for maintenance from an apparatus;

a second unit that references a database that serves to manage repair workers for a plurality of areas, a scheduled visit number for each repair worker and the assigned number of repair workers for each area;

a third unit that calculates an average number of visits in charge per repair worker from the scheduled visit number for repair workers and the assigned number of workers for each area; and

a fourth unit that issues a dispatch instruction in order from the repair workers in an area with a small average number of visits in charge per repair worker;

a fifth unit that references a database that serves to manage a current location of repair workers;

a sixth unit that extracts an appropriate repair worker based on address data of a customer's residence to be visited; and

a seventh unit that notifies a mobile apparatus owned by the repair worker of a dispatch instruction.

21. (CURRENTLY AMENDED) An apparatus according to Claim ~~19~~ 20, including ~~a~~ an eight unit that~~, based on a location of the repair worker, a location of the customer's residence to be visited, and predetermined conditions,~~ retrieves a route to the customer's residence in a chronological order for ~~the~~ a visit time, based on a location of the repair worker, the location of the customer's residence to be visited, and predetermined conditions.

22. (CURRENTLY AMENDED) An apparatus according to Claims ~~19 to 21~~ 20, comprising:

a ninth unit that receives a sudden request for on-site repair from a customer;

a tenth unit that references a database storing a schedule assigned to each repair worker; and

~~a~~ an eleventh unit that extracts a repair worker having much time left in his/her schedule.

23. (CURRENTLY AMENDED) An apparatus according to Claim 22, including a twelfth unit that, when the repair worker receives the request, reconstructs the schedule of on-site service assigned to the repair worker is executed based on a destination location and a visit date and time.